



California  
Department of  
Health Services

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State of California—Health and Human Services Agency  
**Department of Health Services**



**ARNOLD SCHWARZENEGGER**  
Governor

July 17, 2006

**PPL No. 06-014**

TO: All Local Governmental Agency (LGA) Coordinators for  
Targeted Case Management (TCM)

SUBJECT: TCM TIME SURVEY PROCEDURES

This Policy and Procedure Letter (PPL) revises PPL 03-008 and notifies all LGAs participating in the TCM program of changes to time survey policy and procedures. These changes will help to prepare you for identifying your budget unit and the staff who must time-survey effective beginning with the time survey period 2006. These changes to past practice have become necessary following results of onsite fiscal audits of some LGAs by State and federal auditors. Further details of these changes and more detailed instruction will be provided during the instructions for the TCM Cost Report due November 1, 2007.

When conducting the annual TCM time survey, the following staff whom are present must time-survey:

1. TCM case managers;
2. Direct supervisors of TCM case managers; and
3. Case manager support staff (primarily clerical staff whom directly support case managers).
4. Community Based Organizations (CBO): TCM case managers, direct case manager supervisors, and case manager support staff must time-survey if the LGA-CBO contract does not specify the total funds expenditure for TCM services that will be made from the LGA to the CBO.

If the above TCM staff who are present during time-survey month do not time-survey, their costs must be included in the Salary & Benefits Schedule under "Admin & NTCM" section. The employee classification must be listed as NTCM when included in the TCM Cost Report. While this requirement may seem severe, the findings of recent fiscal audits reveal that it is necessary in order to ensure that the resulting cost report accurately reflects the costs of performing TCM.

All Local Governmental Agency (LGA) Coordinators for  
Targeted Case Management (TCM)

Page 2

July 17, 2006

If one or more following circumstances occur, it must be noted in the cover letter accompanying the cost report:

- The TCM case manager was not present during the time survey month. In this case, the TCM case manager's costs must be entered in the Averaged section of the Salaries schedule in the related TCM cost report.
- If direct supervisors of TCM case managers or case manager support staff who directly support case managers will not be present during the time survey month, they must be placed in the Admin section of the Salaries schedule in the related TCM cost report.
- If an individual who time-surveyed in the previous year was replaced by a new person during the same fiscal year, the time and costs for both employees may be accounted for in either of these two ways:
  - The time survey results of the person who time-surveyed will be placed in the Individual section of Salaries schedule 2A in the related TCM cost report, and the actual dollars earned will be entered in the Individual section of Salaries schedule 1A in the related TCM cost report. The time of the new person will be identified in the Averaged section of Salaries schedule 2A and the actual dollars that they earned will be entered in the Averaged section of Salaries schedule 1A. This ensures that the cost report accounts for all of the costs associated with the position.
  - Both the original employee who time-surveyed and the employee that replaced them will have their last names listed together in the Individual section of Salaries schedule 1A in the cost report, example: Davis/Sheppard. The combined salaries of the two individuals will be placed in the Individual section of Salaries schedule 1A in the cost report. This is allowable because it is the position, not the person that is crucial.

All Local Governmental Agency (LGA) Coordinators for  
Targeted Case Management (TCM)  
Page 3  
July 17, 2006

If you have any questions, please contact Ms. Linda Battles, Chief, TCM Unit, at  
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Sincerely,

**Original Signed by Elizabeth Touhey**

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